

Configuration Audits/ Root Cause Analysis

**FLSIC
3-4 March 2004**

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NSLC**

Overview

- Background
- Audit Accuracy by Ship Class-All
- Audit ships
- 3rd Quarter FY04 Audit Schedule
- Root Cause Analysis
- Summary



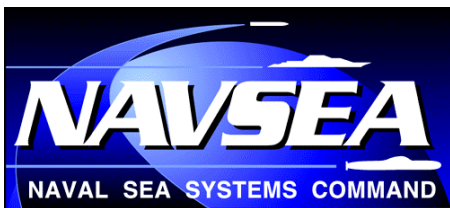
Background

- FY95-00 SCLISIS Program funding reduced substantially
 - SEA 04L5 made decision to eliminate audits based on Fleet priority for Validations
- FY00 Fleet expressed concerns about overall ship configuration data accuracy and Battle Group Interoperability
 - Fleet perception that CM accuracy was poor
- FY03 established Independent Audit Team to perform configuration audits
 - What is the CM accuracy of ships?
 - Limited to East Coast due to funding constraints
 - SURFLANT stressed that audits were not to interfere with validations



Background (cont.)

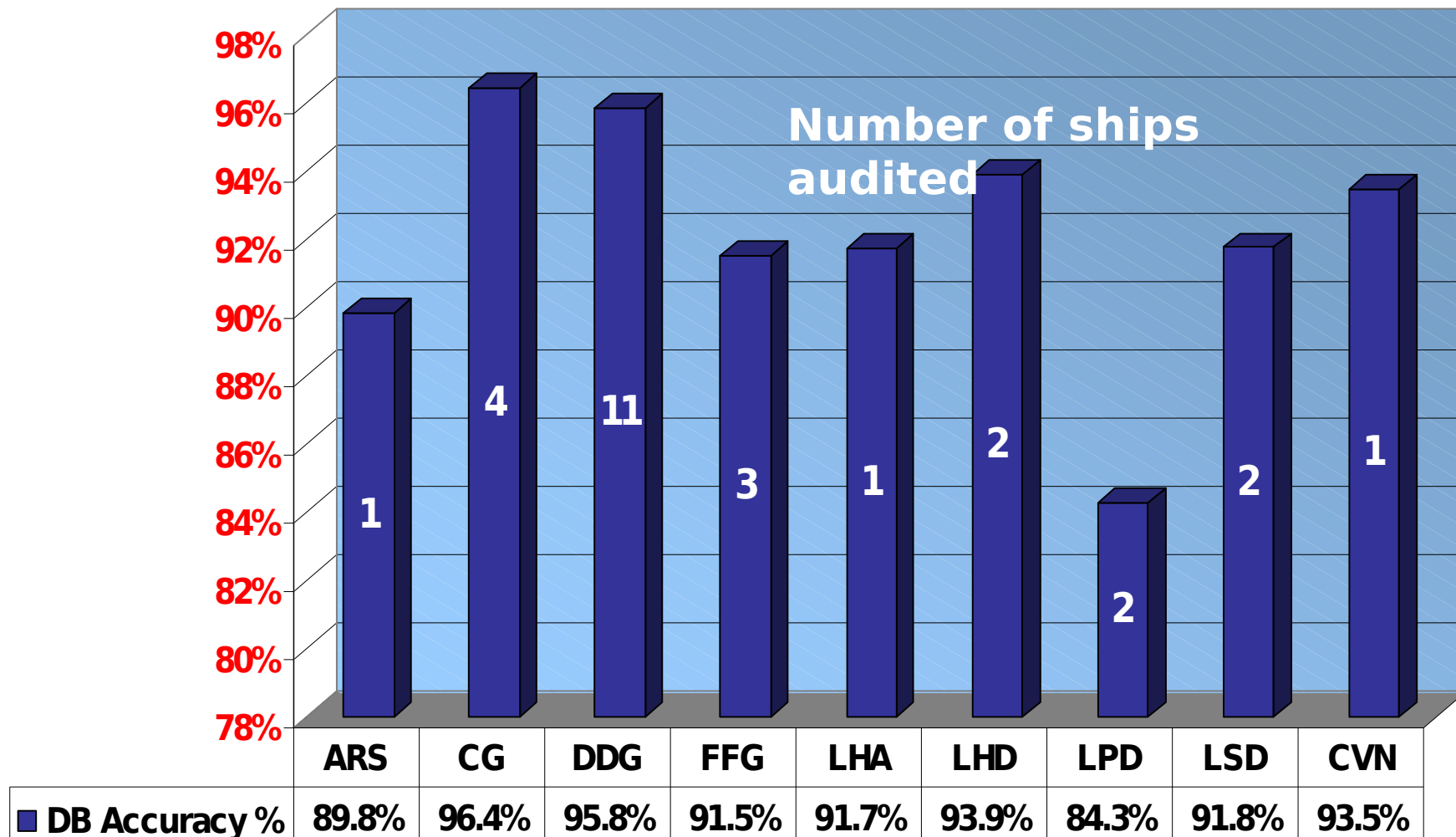
- Goal was to do approximately 30 ships per year
 - Need a representative sample of each ship class to get accurate baseline
 - Started in January 2003
 - 27 Audits completed to date
 - 9 Ships scheduled for 2nd/3rd Quarter FY04
- Completed audits indicate the following accuracy rates



Audit Accuracy by Ship Class - All

Source: Audit Results
February 2004

As of: 20



OWNER: Sea 04L5 **USE:** View Database Accuracy Results

AUDIENCE: HQ

Audit Ships

SHIP NAME/HULL	SHIP NAME/HULL
USS GRASP (ARS 51)	USS BULKELEY (DDG 84)
USS LEYTE GULF (CG 55)	USS MASON (DDG 87) (Twice)*
USS HUE CITY (CG 66)	USS DEWERT (FFG 45)
USS CAPE ST GEORGE (CG 71)	USS NICHOLAS (FFG 47)
USS VELLA GULF (CG 72)	USS ELROD (FFG 55)
USS GEORGE WASHINGTON (CVN 73)	USS SAIPAN (LHA 2)
USS ARLEIGH BURKE (DDG 51)	USS KEARSARGE (LHD 3)
USS RAMAGE (DDG 61)	USS BATAAN (LHD 5)
USS GONZALES (DDG 66)	USS SHREVEPORT (LPD 12)
USS ROSS (DDG 71)	USS TRENTON (LPD 14)
USS MAHAN (DDG 72)	USS WHIDBEY ISLAND (LSD 41)
USS MCFAUL (DDG 74)	USS OAK HILL (LSD 51)
USS PORTER (DDG 78)	
USS WINSTON CHURCHILL (DDG 81)	
Note: USS MASON Audit done twice (pre-PSA and post-PSA)*	

2nd/3rd Qtr FY 04 Audit Schedule

03/01 - 03/12/04 20	USS MOUNT WHITNEY LCC
03/15 - 03/22/04	USS STOUT DDG 55
03/29 - 04/05/04	USS ANZIO CG 68
04/12 - 04/19/04	USS OSCAR AUSTIN DDG 79
04/26 - 05/03/04	USS BARRY DDG 52
05/10 - 05/17/04	USS KAUFFMAN FFG 59
05/24 - 05/31/04	USS DONALD COOK DDG 75
06/07 - 06/14/04	USS HAWES FFG 53
06/21 - 06/28/04	USS PONCE LPD 15

**Note: USS THE SULLIVANS (DDG 68) audit
conducted end of February 2004**

Root Cause Analysis (RCA)

- As with validations, discrepancies found are corrected for each ship
 - Band-aid approach – *doesn't address Root Cause of problem*
- RCA report generated to identify and correct systemic issues
 - RCAs currently not keeping pace with individual ship audits
 - Audits done approximately every two weeks
 - Limited funds and resources
 - Experienced some hiccups during startup
 - Of 27 Audits, only 9 Reports completed
 - Final Reports sent to TYCOM

Root Cause Analysis (RCA) (cont.)

- Continuously addressing Lessons Learned in developing reports
 - Root Cause Analysis now done only on ships with accuracy rates below 95%
 - Discrepancies still captured for trending analysis
 - Procedures recently refined to decrease timeline for report generation
 - Metrics under construction
 - Current discrepancy categories require too much explanation

Root Cause Analysis (RCA) (cont.)

- Set up tracking method for systemic issues
 - Identified specific SEA 04L5 rep to work with appropriate Program Office to address/resolve all issues

**BOTTOM LINE: OBJECTIVE IS TO
FIX THE PROBLEM AT THE
FRONT END VICE FIXING IT
MULTIPLE TIMES AT THE BACK
END!**



Summary

- Continue to establish trends
 - Ship classes with OSLRs tend to have better accuracy
 - Have resolved many specific problems with CDMs/ISEAs
 - Highlighted some systemic procedural issues, such as support of parent/child relationships
 - Met with PEO SHIPS to discuss surface ship systemic issues requiring SPM action
 - Final reports identify potential focus areas
 - Discrepancies can be basis for future validations
 - Some systems establishing themselves as potential “problem systems”
- Continuing to refine RCA approach